

# Telephone Skills: Practice Challenge



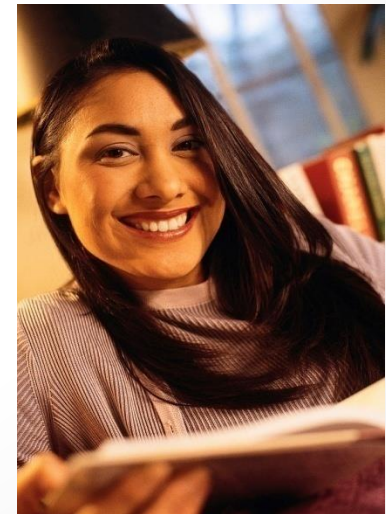
• Presented by Jean Franzblau

# What will we do?



Tone of Voice  
Gorgeous Greetings  
Harmonious Holds  
Tremendous Transfers  
Friendly Follow Up  
The Art of Listening  
Challenging Phone Behaviors  
Goals  
New Training Buddy

# Tone of Voice



**Smiling Makes a  
Difference!**



So Does Volume.





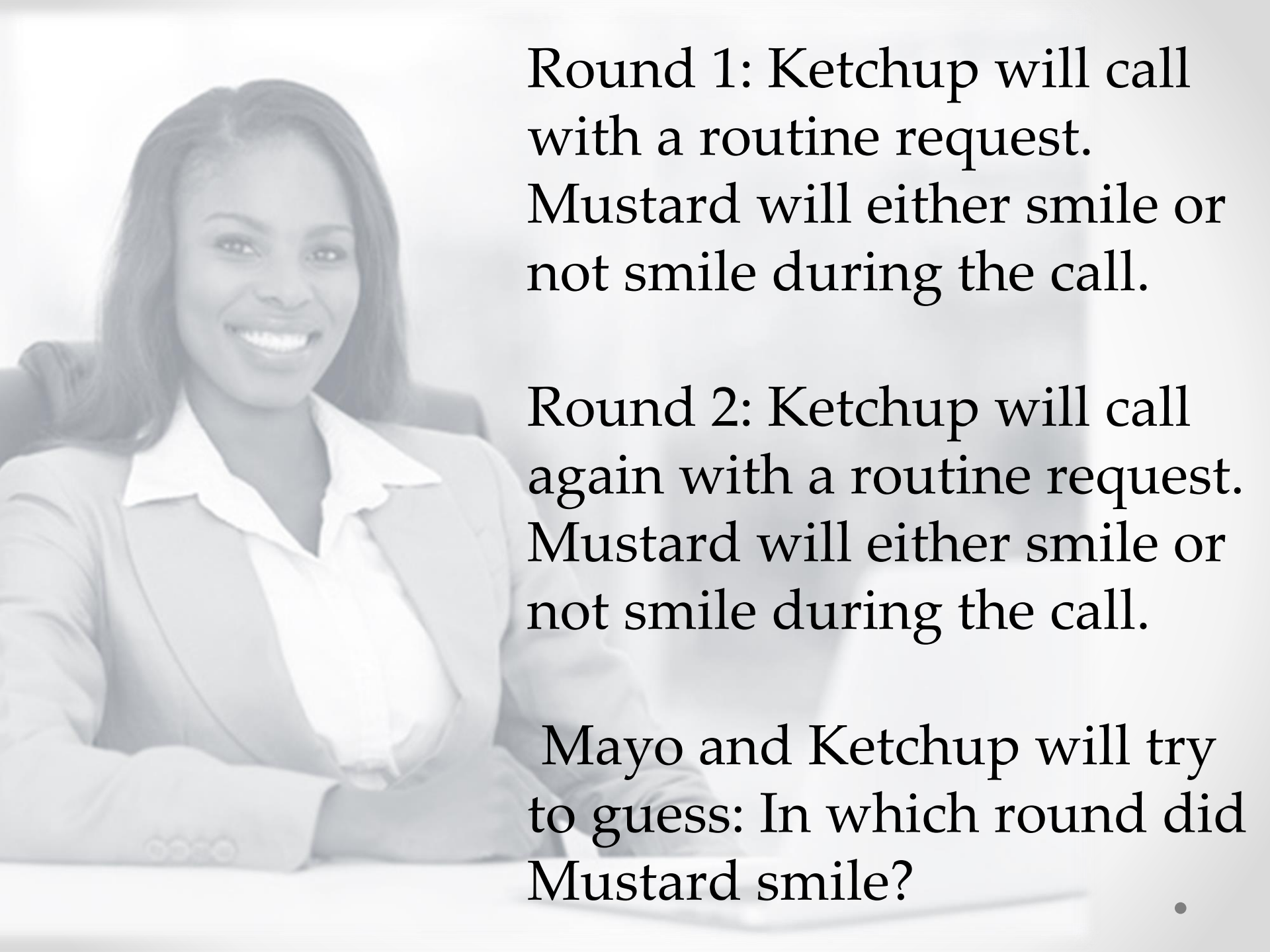
Ketchup → Customer



Mustard → Employee



Mayo → Listener



Round 1: Ketchup will call with a routine request.

Mustard will either smile or not smile during the call.

Round 2: Ketchup will call again with a routine request.

Mustard will either smile or not smile during the call.


Mayo and Ketchup will try to guess: In which round did Mustard smile?

# Gorgeous Greetings: 4 Parts

1. Greeting
2. Identify  
Dept. or  
Company
3. Name
4. Offer of  
help







With your team, make up a Gorgeous Greeting for a furniture company. Choose a contestant to represent your group. Each team will have a chance to compete for the title:

**Most Gorgeous Greeting**



**Most**

**Gorgeous**


**Greeting**

# Harmonious Holds



**Horrible Holds**

# Tremendous Transfers

A tropical sunset scene with a palm tree silhouette and a bright sun. The sky is a gradient of red, orange, and yellow, with the sun low on the horizon.

The Warm Transfer

# Paraphrase Practice



# Paraphrase Drill

1. Decide who will be Peanut Butter and who will be Jelly.
2. Peanut Butter: You are the customer. Call with a typical issue.
3. Jelly: You are an employee with great listening skills. Paraphrase back to Peanut Butter what he/she said the issue was.
4. Peanut Butter: Offer corrections until Jelly has it right.
5. Jelly, you don't need to resolve the issue for this exercise. Just paraphrase the issue properly and then you're done.
6. Switch roles.

# Challenging Phone Behaviors

A grayscale photograph of a woman with dark hair, wearing a headset with a microphone. She is smiling broadly, showing her teeth. The background is a plain, light color.

✧ Talkative

✧ Slower paced

✧ Faster paced

✧ Hard to understand  
Cell phone connection  
Accent

# B.E.S.T. Goals





Believable  
Enthusiastic  
Specific  
Timed





# New Training Buddy

# What we did : - )



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# Next Time:

Writing Emails Effectively

Saying “No” with F.L.O.W.

Handlingirate Customers

Working with Diverse Customers and  
Employees